



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 12-7

July 24, 2013

Petition of Charter Communications to establish and adjust the basic service tier programming, equipment, and installation rates for the communities in Massachusetts served by Charter Communications that are currently subject to rate regulation.

THIRD SET OF RECORD REQUESTS TO CHARTER COMMUNICATIONS BY THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

Pursuant to 801 C.M.R. § 1.01(8)(g), the Department of Telecommunications and Cable ("Department") submits to Charter Communications ("Charter") the following record requests:

Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. These requests shall be deemed continuing so as to require further supplemental responses if Charter or its witness(es) receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
3. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
4. File an original and three copies of the responses with Catrice C. Williams, Secretary of the Department, not later than the close of business on **August 9, 2013**.

Requests

- D.T.C. - RR - 3-1 State whether Charter customers in Massachusetts have the option of purchasing a standard digital receiver and remote ("SDRR") without purchasing the interactive guide services ("IGS").

- D.T.C. - RR - 3-2 State whether Charter informs new customers of the price of the IGS separately from its offer of a free SDRR. Include in its response any training materials or customer service aids used to describe SDRR and IGS.
- D.T.C. - RR - 3-3 In its response to D.T.C. - RR - 2-2, Charter states: “We believe all current customers in MA subscribe to the IGS based on the fact that it is an attractive feature.” State the basis upon which Charter makes its assertion and provide all supporting materials for same.
- D.T.C. - RR - 3-4 State the capabilities that an SDRR unit provides a customer who chooses not to purchase IGS.
- D.T.C. - RR - 3-5 State whether Charter markets or provides the IGS without the SDRR package.
- D.T.C. - RR - 3-6 State whether a Charter customer may purchase and use the IGS without the SDRR. If so, state the number of Charter customers who have purchased the IGS but not SDRR.
- D.T.C. - RR - 3-7 State whether the IGS software product may be installed on digital receivers not owned or provided by Charter.